

## **INSTRUCTIONS FOR SETTING UP A SELF-SERVICE ACCOUNT IF YOU'RE ALREADY REGISTERED WITH THE CITY**

**You may have been registered with the City for years, but you still need to set up a Self-Service Account.** Having a Self-Service Account will enable you to receive bid notifications via email.

Email notifications will be based on the Products and Services that you register in your Self-Service Account.

Other benefits of having a Self-Service Account: you can keep your contact information updated, as well as the products and services you provide. You also will be able to view the status of your purchase orders, invoices, and payments.

Even though you are already a registered vendor with the City, you must establish a Vendor Self-Service Account in order to benefit from this new service.

**Establishing your Self-Service Account is a two-step process. To get your email bid notifications, you must complete Step Two.**

### **Step One - Set Up Your Account**

1. Go to [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) and click on the link that says, "[Vendor Accounts.](#)"
2. Select "[Click here to access the Vendor Self Service Portal.](#)"
3. Select "[Need to set up your account? Click here for instructions.](#) "
4. Select "[Set Up Self-Service Vendor Account.](#)" Fill in the requested information and click the "Save" button. You will be emailed a temporary password.

Once you receive your temporary password, proceed to Step Two.

### **Step Two – Update your Information**

1. Go back to [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) and click on the link that says, "[Vendor Accounts.](#)"
2. Select "[Click here to access the Vendor Self Service Portal.](#)"
3. Select "[Already have a self-service account? Log in here.](#)"
4. Log in with your temporary password and create a new password.
5. Review all information to make sure it is correct. ***Make sure your email address is correct, as well as your checked products and services.*** If these are not up to date, you may not receive automated email notifications.

You will quickly see the benefits of establishing and maintaining your Self-Service Account. Remember to update your account if contact information changes or you add products and/or services. If you have questions about how to set up your account, please feel free to phone us at 865-215-2070.